

SERVICE ASSESSMENT

Name of Service	Social Inclusion Service, Social Support Programs (Cora Graves Centre) and Linking Neighbours – (community based)
Type of Service	Discretionary
Service Details	<p>Social Inclusion Service, Social Support Programs is a Commonwealth Home Support Program funded by the Dept of Health. It provides social support programs for frail older residents or younger residents with complex needs who are socially isolated</p> <p>Linking Neighbours Program is a social connections program for people 55yrs+. Activities operate locally in the community, there are also 2-3 bus trips that take place every quarter.</p>
Actions Taken To Date	<p>Social Inclusion Service, Social Support Programs - scheduled to take place in the community are now running in the Centre. Clients who have chosen to self-isolate are being contacted by program staff for welfare checks.</p> <p>Linking Neighbours - programs have continued to run, however a daily risk assessment has been made in relation to activities. There is a tram boat trip booked to take place on 31 March. This trip can be cancelled based on what occurs with the social support programs.</p>
Reason for Review	<p>The cohort of social support clients and Linking Neighbours Members are identified as most at risk as outlined in the Australian Government DoH website</p> <p>Both programs involve social contact for periods of greater than two hours</p>
Risk Assessment	<p>Social Inclusion Service, Social Support Programs - 189 clients are registered with the service. Not all clients attend the service every day. Every client does not attend programs every day. An average of 25 attend programs in the centre/out in the community each business day.</p> <p>Linking Neighbours Program – An average of 20 Linking Neighbours members per week day would participate in an activity in the community. Linking Neighbours Members opt in to participating in activities.</p> <p>The clients in both services are identified as high risk and the design of the programs places them at high risk because of the close social interaction.</p> <p>The majority of clients attending the program are at risk of social isolation which would increase with withdrawal of the service.</p>

Community Assessment	<p>Social Inclusion Service, Social Support Programs - There is a risk that ceasing programs will cause further social isolation for residents who are already reliant on the service for their social connection.</p> <p>Linking Neighbours – unlike Social Support many of the residents that participate are mobile and able to access activities independently. Many members participate in the program to increase social connection. If the programs were to cease those residents may experience some social isolation.</p>
Economic Assessment	<p>Social Inclusion Service, Social Support Programs are funded by the Department of Health (DoH), Commonwealth Home Support Program (CHSP) and Department of Health and Human Services (DHHS) Home And Community Care Program for Young People (HACC PYP).</p> <p>An email was sent to the DoH on 16/3 requesting guidance on what approach funded agencies should take in the delivery of Social Support services. Currently there has been no response.</p> <p>Linking Neighbours Program – funded through Council, small grant from Bendigo Bank</p>
Options	<ol style="list-style-type: none"> 1. Continue modified service with risk mitigation – not recommended due to the vulnerability of the client group 2. Suspend service until the end of April and review mid-April. This will include regular welfare checks and staff will explore other options for providing some activities including phone calls.
Legal Liability / Obligations to Contractors or External Funders	<p>Social Inclusion Service, Social Support Programs - External funding obligations to DHHS and DoH to deliver KPI's per month. Either body may request a partial refund of grants provided (annual aggregate around \$380K) where targets haven't been met to date.</p>
Budget Impact	<p>Social Inclusion Service, Social Support Programs - if programs cease operating or clients begin to choose to self-isolate this will result in less income.</p>